

Missouri Department of
MENTAL HEALTH

FY2024 ANNUAL REPORT

Strategic Directions
2022-2027

8

**Strategic
Directions
Themes**

340

**Define
Initiatives**

125

**Completed
Initiatives**

WORKFORCE

DMH is committed to fostering professional development, optimizing personal management practices, and creating a supportive work culture.

50

Initiatives Defined

22

Initiatives Completed



7,438 FTE

A 1% increase since
July 2023

32.4%

DMH Turnover
Rate

Workforce shortages affect DMH and all provider agencies from front line direct support professionals to clinical staff.

Division of Developmental Disabilities Vacancy Rate

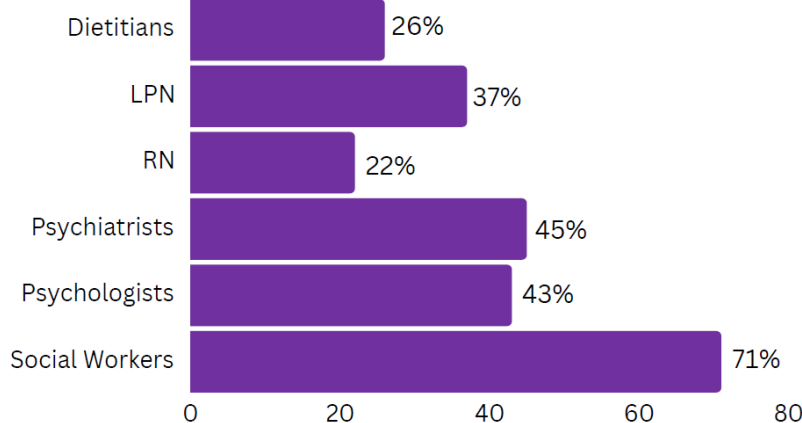
34%

vacancy rate for
Direct Support
Professionals

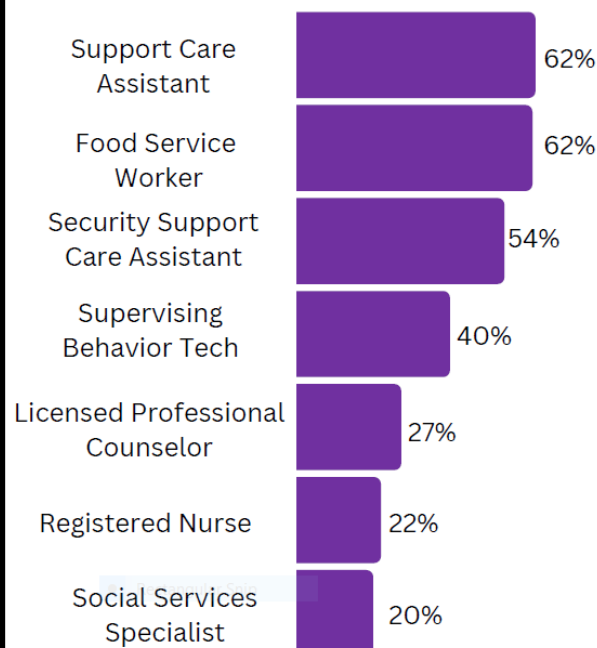
15%

vacancy rate for
Licensed Practical Nurse(LPN)/
Registered Nurse (RN)

Division of Behavioral Health Vacancy Rate



DMH Turnover Rates by Position



Salary Adjustments

\$

3.2%

pay increase for
all DMH staff

1%

pay differential for every 2 years of DMH
service for eligible facility positions

Salary adjustments went into effect July 1, 2024

Critical Incident Stress Management (CISM)



136

certified
CISM peers

13

certified
CISM peers
leads

159

CISM
referrals in
FY24

Leadership Training

29

DMH Director's Leadership
Academy Graduates

5

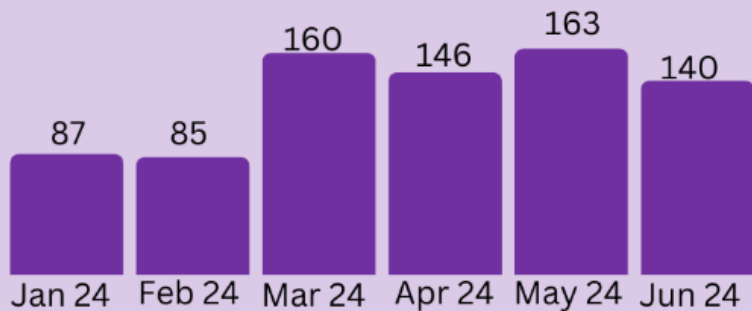
State of Missouri Leadership
Academy Graduates

WORKFORCE

Show Me's Got Talent

A statewide employee referral program, created to help incentivize current state team members to refer applicants to jobs at the State of Missouri.

Number of Employee Referrals



Behavioral Health Support (BHS) Associates Program

The BHS Associates program was created to address substantial job vacancies and minimize staff turnover in entry-level positions within Missouri's behavioral health workforce.

42

Graduated students in FY24.
170 total graduates

67

Students currently enrolled in the program

National Core Indicators Intellectual and Developmental Disabilities (IDD)

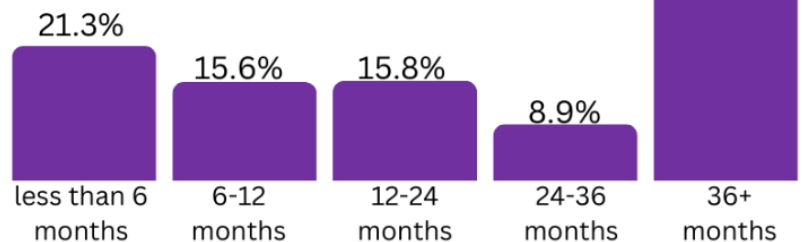
IDD Community Workforce Data

NCI's 2022 State of the Workforce Survey

Direct Support Professional (DSP) workforce directly impacts the safety and security of individuals served.

Missouri Tenure Among DSPs

(N=259 Community Providers)



\$15.8

MO DSP average hourly rate

11.0%

MO full-time DSP vacancy rate

46.6%

MO DSP turnover ratio



Registered Apprenticeship

Registered Apprenticeship aims to reduce the national direct care workforce shortage crisis.

269

Newly enrolled apprentices in FY24

60

Graduates earned the certified direct support professional credential in FY24

21

Missouri Employer Partners participating in registered apprenticeship program

56%

Average retention rate

63%

Of employer partners have retention rates between 78-100%

\$1.58 Million

In estimated savings in staffing replacement since July 2022

CAPACITY AND INFRASTRUCTURE

DMH is committed to strengthening Missouri's existing mental health system and increasing access to mental health services.

55

Initiatives Defined

16

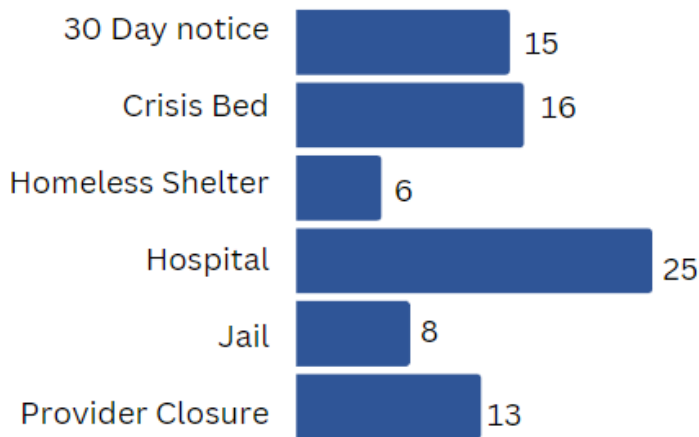
Initiatives Completed

Access to Care

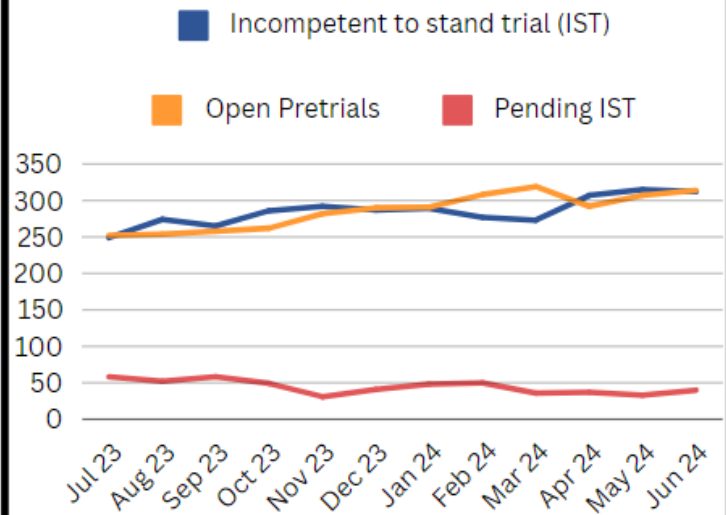
Many Missourians struggle to access mental health services and supports. Lack of access, system-wide, is creating strain on Missouri's health and judicial systems.

833 Division of Developmental Disabilities (DD) waiver funded individuals waiting for a new residential provider

DD emergency placement reasons



666 Incarcerated individuals awaiting a pre-trial evaluation or admission to a DMH Behavioral Health Hospital for competency restoration.



Reconceptualization

17 DD crisis stabilization admissions

4 DD/DBH partnership admission

DD Psychiatric Stabilization Service (DD PSS)

Developed new program to provide in-home psychiatric stabilization services to individuals at risk of losing their residential placement due to unmet psychiatric needs.

16

12

Individuals receiving DD PSS Psychiatric care

Individuals receiving DD PSS Consultation

Fulton State Hospital HARP

15

New BHIDD beds brought online

The **15-bed** Hearn's Acute Rehabilitation Program (HARP) at Fulton State Hospital opened in June 2024. The program serves Missourians in the community with diagnoses of behavioral health and developmental and intellectual disability (BHIDD) who require psychiatric stabilization and rehabilitation in an acute inpatient setting.

CAPACITY AND INFRASTRUCTURE

Certified Community Behavioral Health Organization (CCBHO)

211,875

Individuals served by CCBHOs in FY23

74%

Increase in individuals served from 1st year of CCBHO implementation

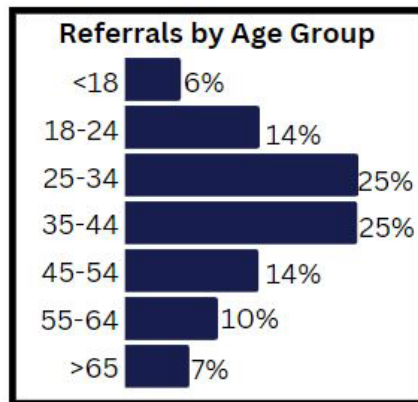
Community Behavioral Health Liaisons

20,659

Referrals in FY24

64%

Referred to behavioral health and/or community services



Behavioral Health Crisis Center (BHCC)

18

total BHCCs

41,360

referrals

37,453

individuals served

6.0

mins

Average time law enforcement spends at BHCC

\$166.9

million

Estimated cost saving from hospital diversions

\$1.3

million

Estimated cost saving from jail diversions

Presenting Problems

66%

Mental Health

29%

Substance

* BHCC cost-savings are estimated using a model developed by the Missouri Behavioral Health Council (MBHC) and are not based on DMH data.

CSTAR Transformation

100%

Of Comprehensive Substance Treatment and Rehabilitation Program (CSTAR) contracted agencies successfully transitioned to the adoption of the American Society of Addiction Medicine (ASAM)

Caseload Privatization

2,402

Individual's caseloads transferred to contracted Targeted Case Management agencies

33%

Reduction of State Support Coordination Caseload

90%

Complete

The Division of Developmental Disabilities caseload privatization is 90% complete.

Forensic Mobile Crisis Unit

Forensic services provides evaluation, treatment and community monitoring under the order and direction of the circuit courts for individuals with mental illness and developmental disabilities involved in the criminal justice system.

691

Individuals served

54%

Western Region Team

46%

Eastern Region Team

Technology

DMH is committed to advancing technology systems to better support DMH staff and individuals.

18

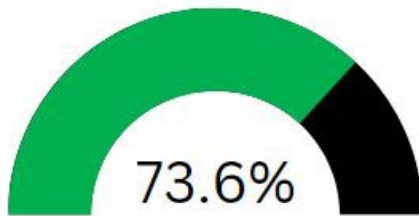
Initiatives Defined

5

Initiatives Completed

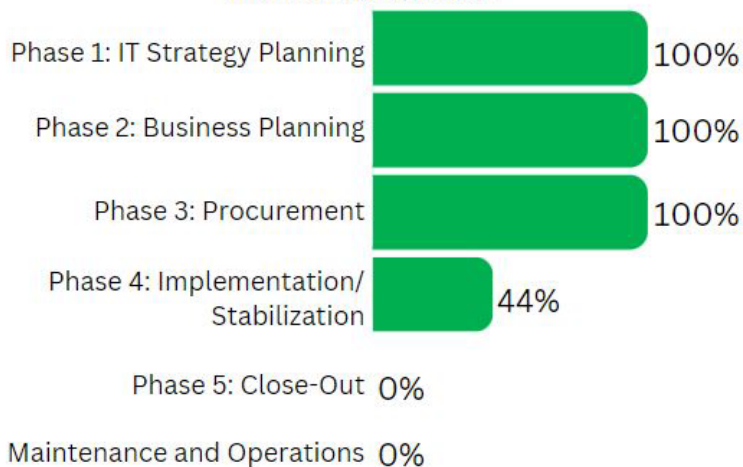
CHARTe Implementation

DMH is transitioning to CHARTe, a cloud-based electronic health record (EHR) solution, at all DMH State Operated hospitals and programs. CHARTe will modernize and streamline facility operations from admissions and bed management to treatment plans, pharmacy, billing, and quality compliance.



DMH's Electronic Health Record Project was 73.6% complete at the end of FY 2024.

EHR Phase Status



FY24 EHR Project Accomplishments

CHARTe (Comprehensive Health and Record Tracking electronically) was the voted upon EHR name.

185

Analysts and subject matter experts configuring and testing CHARTe

14

Support analysts hired to become CHARTe system technical experts

56

Change champions identified to assist with CHARTe implementation

39

Specialty workgroups created to help configure the system

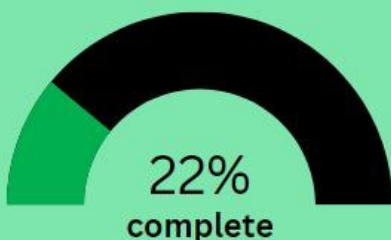
10

Trainers being developed for solution support

3

Configuration and testing workshops held

ConneXion



DMH is shifting to a web-based, case management software for Intellectual/Developmental Disability (IDD) Home and Community Waiver programs. ConneXion will provide consumers with a patient portal and interface with the Missouri Medicaid system.

FileBound

2 million

Individual pages of paper medical records converted to an electronic copy using FileBound

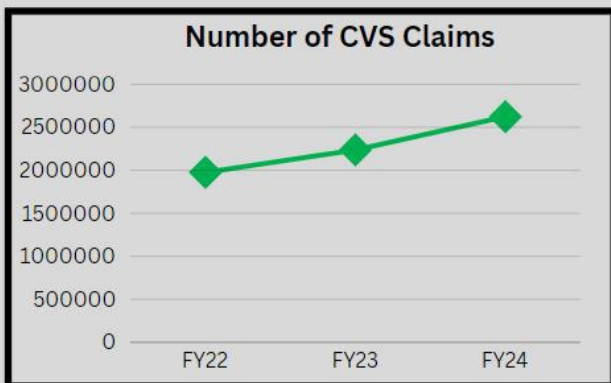
Technology

Claims Validation System (CVS)

6 Million + 7,000

original claims visits
since implementation on
July 1, 2021

average claims per
day in FY24



eLTSS FHIR R3 IG Phase I Implementation

Enabled sharing of electronic Long Term Services and Supports (eLTSS) data for individuals with IDD service plans across Missouri's Health Information Exchange (HIE) to improve major care gaps.

Compulsive Gambling Assessments

Launched an online application allowing providers to submit Compulsive Gambling Assessments and required program information as part of the Compulsive Gambling treatment program.



Due Process Referral Application



Implemented an electronic Due Process referral portal. This portal allows citizens to submit Due Process concerns and DD providers to review and access submissions.

Time Clock Plus (TCP)

2,100

Division of Developmental Disabilities staff transitioned to TCP and Humanity, an electronic timekeeping system

Microsoft 365

6,406

DMH users were migrated from Microsoft 2016 Office Suite including Exchange (email) to M365 Office Suite including Exchange Online

Dietary Management System

Launched NetMenu, a dietary management system that will:

- Automatically update food acquisition costs each week from the State's prime food vendor.
- Allow dietary departments to order directly through NetMenu, reducing food waste and allowing for just in time deliveries.
- Create a master menu for efficient meal planning and nutritional analysis.
- Let residents choose meal preferences 2 days in advance, allowing dietary staff to prepare only the needed amount of food, further reducing costs and food waste.

Missouri Opioid Settlement Fund Reporting

Created electronic reporting portal for Missouri counties and municipalities for opioid treatment and prevention programs.



Operational Excellence

DMH is committed to developing skills, changing approaches, and improving processes to create an environment of continuous improvement.

74

Initiatives Defined

30

Initiatives Completed

Continuous Improvement



907

DMH staff earned a Show Me Excellence White Belt



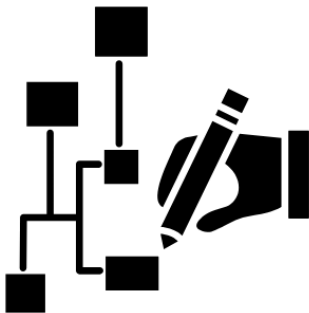
250

DMH staff earned a Show Me Excellence Yellow Belt



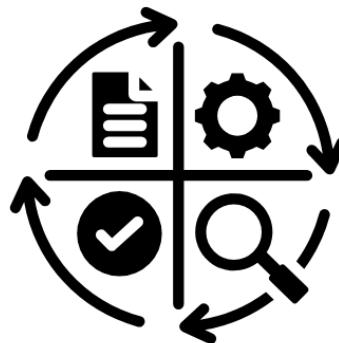
11

DMH Staff completed Initiative Team Boot Camp, an intensive one-day workshop teaching project management skills



6

DMH process mapping workshops held across the state



Implemented the first DMH Continuous Improvement Summit with over **35** staff trained

Communication

40

DMH staff attended Health Literacy Training

577

Average DMH staff attending bi-weekly all calls



3.3 million+
DMH webpage views

31,000+

Facebook followers

976,500

YouTube views

Data Driven Culture

440+

Tableau workbooks

500+

Tableau data sources

53

Tableau creators

2,600+

Tableau viewers

18

Staff trained at DMH Tableau Day

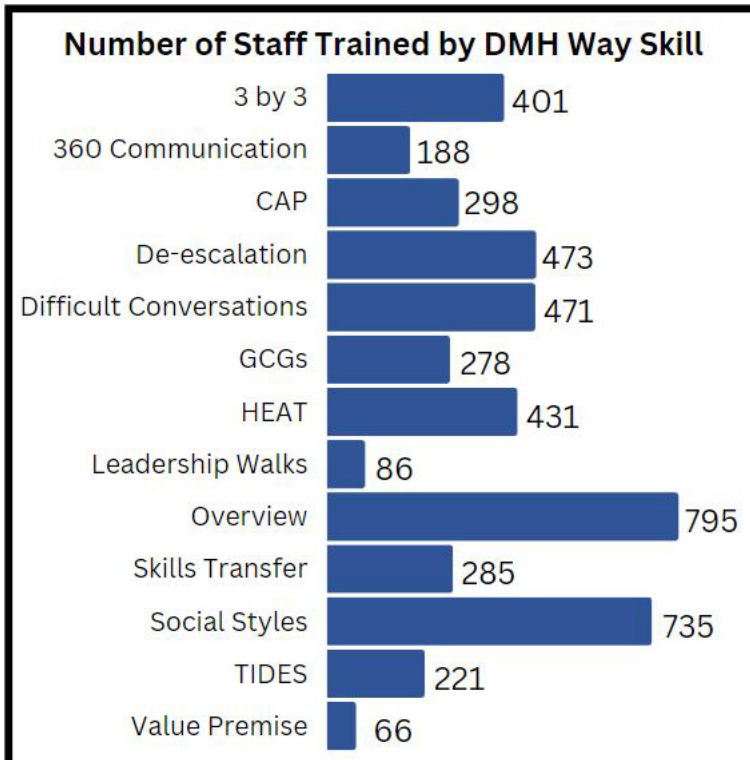


Operational Excellence



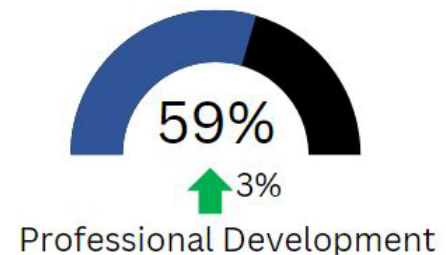
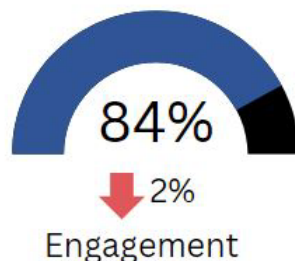
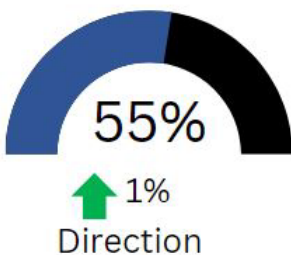
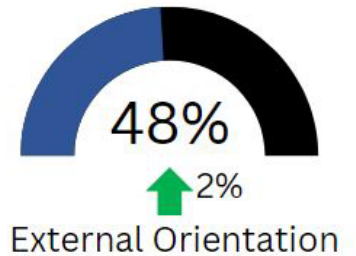
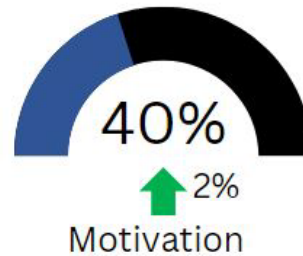
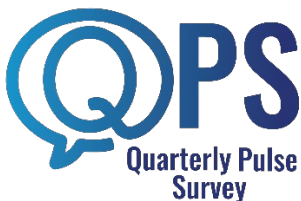
Positive Work Environment DMH Way

The DMH Way is how we work together to create stronger working relationships, better engagement, and more fulfillment in our roles.



Quarterly Pulse Survey

The Quarterly Pulse Survey (QPS) is a statewide survey that gathers feedback on team members' experience and perspectives. All 17 executive agencies participate in the QPS.



Quality Outcomes

DMH is committed to promoting quality outcomes for individuals in its care and in the community through policy, best practices, and compliance.

44

Initiatives Defined

13

Initiatives Completed

Recovery Support Services

6,109 Individuals served by recovery support service providers

81% Did not use alcohol or illegal drugs in the past 30 days

69% Were currently employed or attending school

97% Had no new arrests

89% Had a permanent place to live in the community



30,759

Individuals served in Recovery Community Centers in FY23



Recovery Community Centers provided over

13,000 hours

of services



Recovery Community Centers distributed over

14,196

naloxone kits

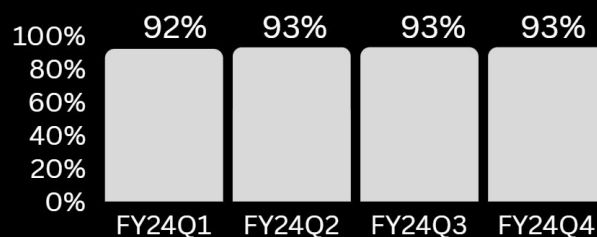
DD Health Home

5,600

Eligible individuals auto-enrolled

Station MD

Percent of Station MD Consults that Deflected Emergency Care



Value Based Payments (VBP)

VBP models pay enhanced rates for quality of care instead of traditional fee-for-services.

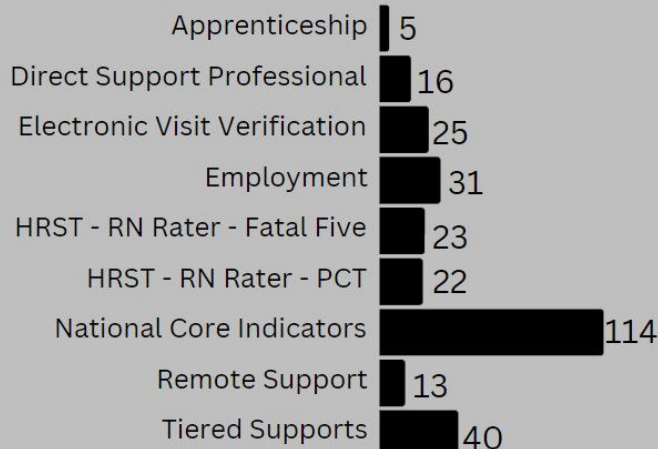
9 of 20

Certified Community Behavioral Health Organizations met **all** of the VBP targets

159 providers

Participated in VBP from the Division of Developmental Disabilities (DD)

DD Providers reporting by VBP incentive



*HRST = Health Risk Screening Tool

**PCT= Person Centered Thinking

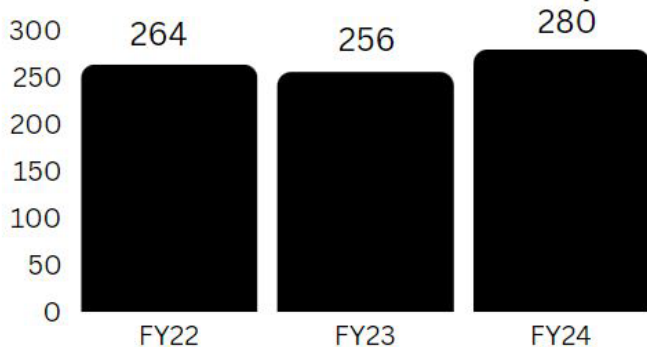
Quality Outcomes

Situational Management and Response Techniques (SMART)

DBH adult hospitals completed the initial roll out of SMART training, a program designed to help staff de-escalate patients who show signs of verbal or physical aggression.

DBH hospitals this past year saw increasing levels of patient psychiatric acuity and aggression.

Average Verbal and Physical Aggressive Events Per Month in DBH Adult Hospitals



Dual Behavioral Health and Intellectual/Developmental Disabilities (BHIDD)

46

New specialized residential community being created

8

New training courses created for clinical and/or administrative staff



Creating easy-to-implement adoptions to clinical interventions



Developing housing options that meet co-occurring needs



Building formal training opportunities, including a learning collaborative for providers to network and learn from each other

Missouri Alliance for Dual Diagnosis (MOADD)

MOADD ECHO

(Extension for Community Health Outcomes)

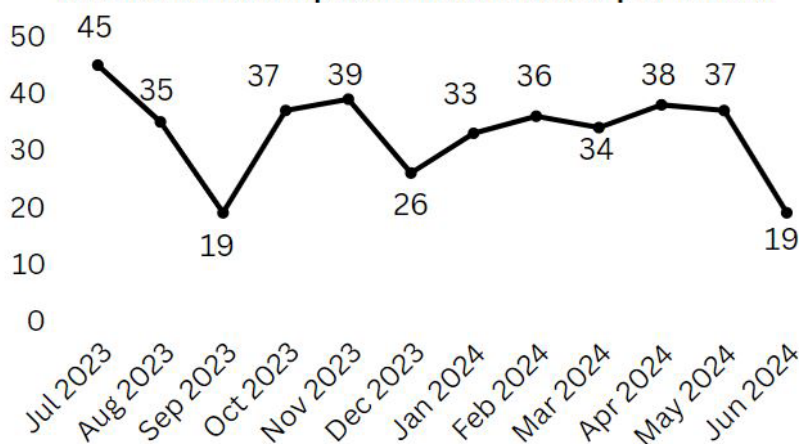
109

participating providers

381

participants since March 2021

Number of Participants in Attendance per Month



Established in 2018 as a collaborative effort between the DMH and DMH providers with interest in developing expertise in supporting individuals with BH/IDD

2,041

Registered users of the MOADD mobile application

Independence and Self-Sufficiency

DMH is committed to increasing independence and self-sufficiency within Missouri's mental health system.

23

Initiatives Defined

7

Initiatives Completed

Universal Design and Assistive Technology



Technology First considers the use of technology **before** direct support professionals.

1,161

Total cumulative individuals authorized for assistive technology or remote supports

Technology First

Dialectical Behavioral Therapy (DBT)

Services for individuals with chronic suicidal behavior, mood and behaviorally dysregulated, complex, and difficult to treat

14

Community Health agencies providing DBT

270+

Individuals served in 2022 and 2023

Integrated Treatment for Co-Occurring Disorders

Individualized services for persons with severe mental illness and a co-occurring substance use disorder

52

Teams

28

Community Centers

2,216

Individuals served in 2023-2024

Assertive Community Treatment (ACT)

Comprehensive, transdisciplinary, wrap around treatment for individuals with severe mental illness and co-occurring disorders

29

Teams in Missouri

1,072

Individuals served

Individual Placement and Support (IPS) Evidence Based Practice Employment Program

DBH is the state agency lead of the Office of Disability Employment Policy (ODEP) awarded National Expansion of Employment Opportunities Network Initiative (NEON).

- 1 of 12 states to receive award
- Focus on Employment First Legislation and State as a Model Employer

1,662

IPS Individuals Served

33

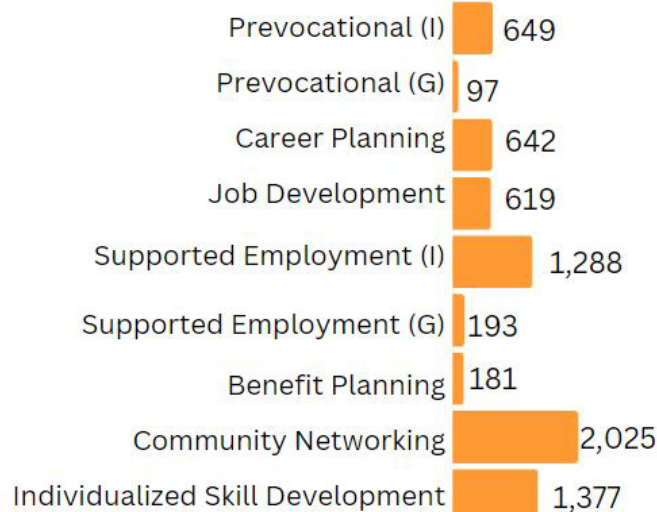
Sites operated by 19 agencies

47%

IPS Employment Rate

Employment and Community Integration

Division of Developmental Disabilities Individuals in a Medicaid Waiver Accessing Employment or Community Services in FY24



(I)= Individual (G)=Group

Independence and Self-Sufficiency

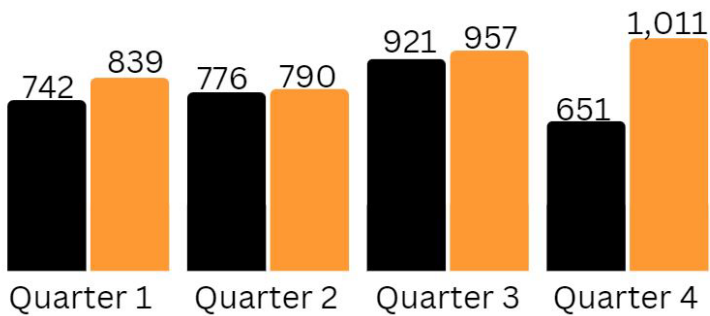
Autism Services

7,245

Individuals are enrolled in the Missouri Autism Projects

Autism Spectrum Disorder (ASD) Evaluations

■ FY23 ■ FY24



69%

Of individuals evaluated for ASD in FY24 received an Autism diagnosis



DMH Funded Autism Education

2,259

Community and Family Members received **2,303** hours of training and education



3,856

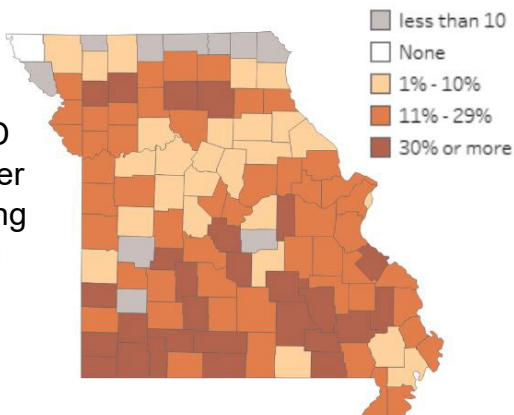
Professionals received **4,848** hours of training and education

Self-Directed Services (SDS)

3,357

individuals in the SDS program

Percent of DD Medicaid waiver individuals using Self-Directed Services



Family Supports

12

MO DDD & You webinars hosted for families and individuals

60

Average attendees at MO DDD & You webinars

3,584

Referrals to MO Family-to-Family (UMKC)

2,000+

Individuals reached at various conferences

Housing Liaisons

6,708

Missouri individuals experiencing homelessness

30%

Of homeless individuals were unsheltered 2023

2,392

Individuals assisted by Housing Liaisons

Peer Supports

1,472

Certified Peer Specialists (CPS)

57

Certified Reciprocal Peer Recovery (CRPR)

54

Youth Peer Specialists (YPS)

153

Family Support Providers (FSP)

32

Pregnant and Parenting Families

Mental Well-Being

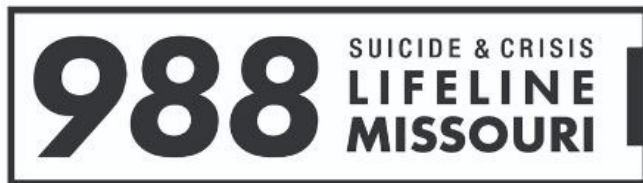
DMH is committed to helping people cope with life's stresses so they can be healthy, happy, and productive members of their communities.

56

Initiatives Defined

26

Initiatives Completed



988 is a three-digit number that offers 24/7 and statewide access to crisis services via call, text, or chat. Trained crisis specialists are available and can help individuals experiencing suicidal thoughts, substance use, and/or mental health crisis or any other kind of emotional distress.

35% Mental Health Needs or Referral Assistance

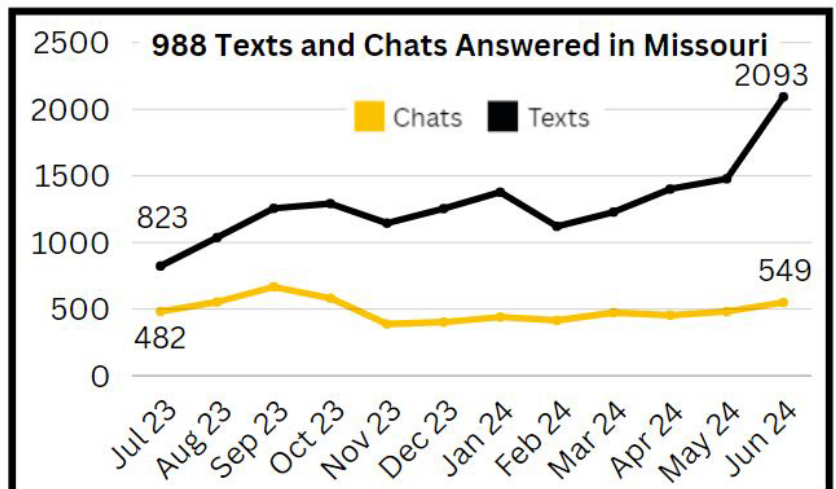
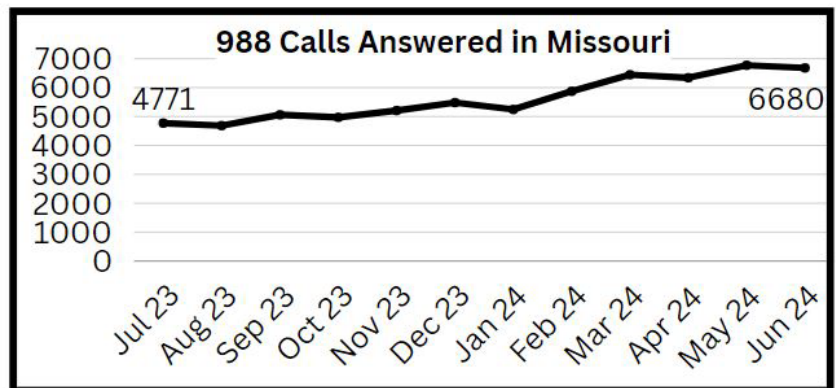
21% Currently Suicidal

17% Acute Mental Health Crisis



94,306

Calls/Texts/chats



Suicide Prevention



12,661

individuals trained in suicide prevention online and in-person

Zero Suicide Academy

12

Behavioral health and healthcare provider teams learned how to implement safe care for suicidal individuals framework

Coalition Learning Academy

7

Coalition teams attended the first coalition learning academy, developed by DMH and Partners in Prevention, increasing their capacity for suicide prevention

Mental Well-Being

Trainings

4,978

Individuals trained in
Mental Health First Aid

2,807

Individuals trained in Youth
Mental Health First Aid

97

Individuals trained in
Stress First Aid

54

Individuals trained in Skills for
Psychological Recovery

47

Individuals trained in
Psychological First Aid

46

Individuals trained to be trainers of
Psychological First Aid

Opioid

2,438

Referrals to EPICC (Engaging
Patients in Care Coordination)

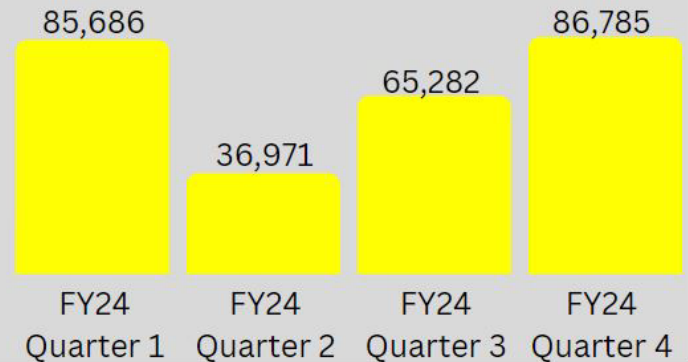
9,048

Individuals began substance use
disorder treatment

5,989

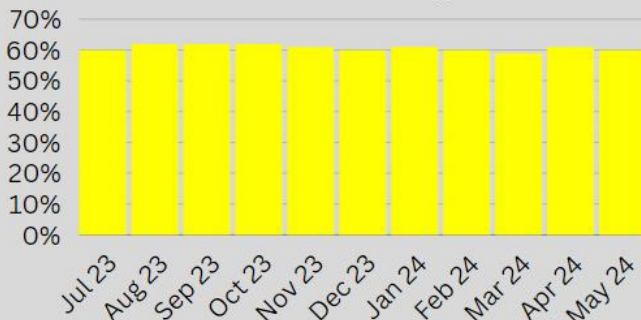
Individuals provided with harm
reduction education and naloxone

Total Naloxone Kits Distributed across Grants



Medicated Assisted Treatment (MAT)

Percent of Persons with Opioid Use
Disorder Receiving MAT



Launched TeachWell, a text-based wellness program aimed at supporting the mental health and well-being of educators. TeachWell offers a series of courses addressing key topics such as preventing burnout, seeking help, the benefits of movement, managing depression and anxiety, and fostering resilience through self-care and team care.

139

Behavioral Health Strike
Team members

469

Teach Well phone
subscribers

889

Teach Well email
subscribers

CHILDREN'S SERVICES AND SUPPORTS

DMH is committed to revamp Missouri's children and adult mental health systems to provide appropriate levels of care, support, and education.

20

Initiatives Defined

16

Initiatives Completed



Mobile Crisis Response

Mobile crisis response teams have responded to over

8,000 youth
since 2022

Youth Hospital Boarding

34.7%

Of youth boarding in hospitals had an open episode of care in the Divisions of Developmental Disabilities **and** Behavioral Health.

Average age

14

Average time spent boarding in a hospital

14

First Episode of Psychosis



DMH's partnership with Missouri Institute of Mental Health and the Missouri Behavioral Health Council forms Missouri's Early Psychosis Care Center (the EPC Center). The EPC Center provides technical assistance, trainings, and best practices for community agencies supporting individuals experiencing their first episode of psychosis (FEP).

211

Attendees at the EPC
FY24 conference

131

Attendees at Psychosis
101 trainings

159

Attendees at Assessment
101 trainings

30

Attendees at nursing
psychosis trainings

20

Attendees at
Lunch & Learn: Early
Psychosis Care

4

Newly developed Coordinated Specialty Care teams at three different agencies are committed to providing team-based services using the NAVIGATE evidence-based model of care.

CHILDREN'S SERVICES AND SUPPORTS

Youth Behavioral Health Liaisons (YBHL)

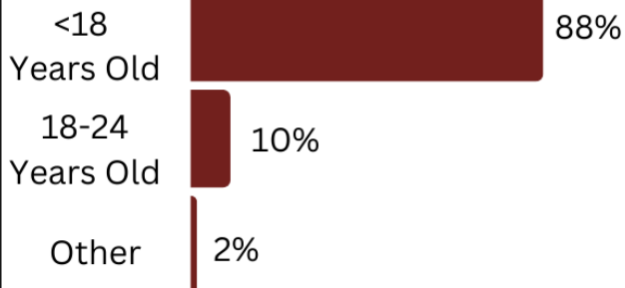
5,959

YBHL
Referrals

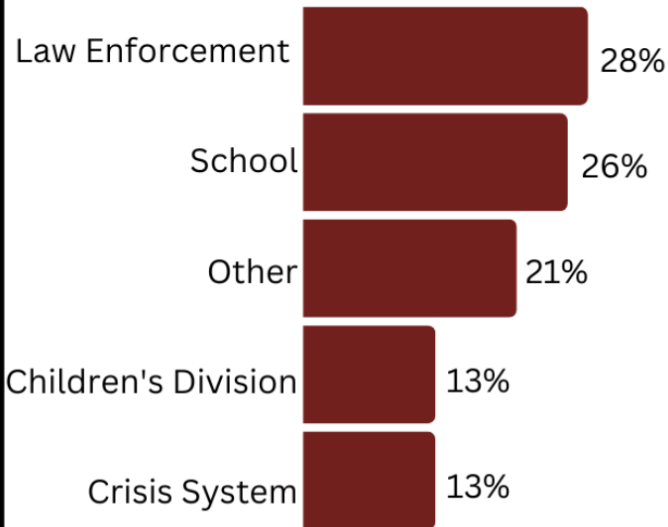
77%

Of clients were referred to
behavioral health and/or
community services

Age distribution of Referrals



Referral Source



Growing Healthy Communities Podcast

DMH's Children's Office's Growing Healthy Communities podcast is targeted to parents and community members supporting Missouri youth. Licensed professionals and individuals with lived experiences present topics identified by parents, caregivers, and community members that address the needs of youth and families in Missouri.

3

Podcast episodes

526

Plays

Project HOPE



Healthy Outcomes from Positive Experiences:

HOPE is an interactive workshop in partnership with Tuft's University that engages participants in thinking through how they can promote access to the Four Building Blocks of HOPE in their work.

155

HOPE 101 training attendees

School-Based Prevention



3,164

Students trained in
Teen Mental
Health First Aid

732

School staff
trained in signs of
suicide

9,239

Students participated in a
Missouri School-based Substance
Use Prevention Intervention and
Resources Initiative